CITY OF NEWTON, MASSACHUSETTS

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ADDENDUM #1

REQUEST FOR PROPOSAL #11-57

CITY WEBSITE DESIGN

THIS ADDENDUM IS TO: **Answer the following Questions:**

Q1. Who has developed the existing website?
> **A1. The City of Newton IT Department developed and maintains the website.**

Q2. Is there any Content Management Systems available on the site at the moment? / How do you maintain the site currently?
> **A2. There is no content management system currently on the site. The IT Department posts material at the request of staff from each City department.**

Q3. Are there any parts of the site that are linked / powered by any databases (other than property database)? If so, can you please provide some descriptions?
> **A3. No.**

Q4. Will all the current contents of the site be transferred to the new website?
> **A4. We expect to purge obsolete material from the site, but cannot quantify the amount at this time. All remaining contents will be transferred to the new website.**

Q5. The RFP introduction on page 2 says that the project is about to redesign and enhance www.newtonma.gov. But in the following General Background section, it is mentioned that, "The City is interested in a design that would better unite the Library and Police sites with the City site while permitting separate operation."… Should this be interpreted as that the City would like to include those 2 websites into this project? If so, will those 2 sites keep on using their separate domain names?
> **A5. Redesign of the Library site is not included in this project. The City may, however, wish to incorporate some of the design features of the new City site into the Library site in the future. The Library will continue to use its separate domain name. Redesign of the Police website is included in this project. We have not determined whether the Police site will continue to use its separate domain name.**

Q6. In the Website Objectives section, item g, it is required to accommodate portal pages for external applications (bill payments & assessing database)… can you please provide more information on this request? Should we interpret this as the site will have private sections? If so, who will be the users and how those users will be assigned?
> **A6. The site will not have private sections. The new design shall provide links to external sites such as bill paying.**

Q7. What kind of online payments will be done online through the site?
>**A7. Online payments will be handled by links to external sites only.**

Q8. The RFP requires the website to support mobile devices. Can you please provide more information on the support level that is desired?
>**A8. The City expects the new site to be compatible with mobile devices and seeks input from vendors regarding this objective.**

Q9. The current website is using third party websites (such as Unipaygold, Kelley & Ryan Assoc.) to collect and process online payments. Is this going to be similar in the new site, or would City like to integrate a payment solution (such as PayPal, Authorize.NET) to the website? If, City wants to have an integrated payment solution, could you please provide information on the selected payment gateway?
>**A9. The City will continue to use its current online payment solutions.**

Q10. Hosting Related Questions:
Would the City be interested in hosting with us and learning about hosting services?
>**A10. No. The City intends to continue to host the website.**

Q11. Looking over the Web Server information provided in the Attachment A, we would like to note that the new site should not be hosted in the current webserver (which has Windows Server 2000 with IIS 4) as it is not supported. So, we think that the City will need to invest into new hardware and renew the web server. Under this circumstance, can the City let us know, which technology they would like to pursue? Would they be replacing the servers with Linux and host a php solution or keep it as a Windows based server and host a .NET solution?
>**A11. Proposals must describe the minimum hardware requirements to run the vendor recommended software efficiently.**

Q12. Will three district designs need to be delivered - for the city, police department, and library?
>**A12. No.**

Q13. What transactions will need to be moved online? Will any of these transactions require credit card processing? Where will the data for these transactions be stored?
>**A13**. **No transactions requiring credit cards will need to be moved online under this contract.**

Q14. In relation to "allowing users of all skill levels the opportunity and means to update assigned sections of the website", which sections of the website will people have limited access to edit? Will controls for content access/editing need to be controlled on a page by page basis?
>**A14. We expect that all editing rights will be assigned on a Department specific basis.**

Q15. Please provide a use case for the type of notifications that will be sent to people via SMS messages? Will social media also be used as a means to notify people?
>**A15. For example, when an emergency alert is posted on the City home page, an SMS text message will be automatically generated for subscribers. Yes, social media will also be used as a means to notify people.**

Q16. How will portal pages need to be incorporated into the website - via a menu item linking to an external page or actually displaying the portal page within a page on the website? What portals will need to be incorporated?
>**A16. No portal pages need to be incorporated into the website. The new design should allow for links to external sites.**

Q17. Will you accept proposals for use of a third-party job board for accepting and managing job applications?
>**A17. Yes**

Q18. The RFP mentions "The City is interested in a design that would better unite the Library and Police sites with the City site while permitting separate operation." Are you looking to have the same look and feel as the Library & Police sites?

A18. Redesign of the Library site is not included in this project. The City may, however, wish to incorporate some of the design features of the new City site into the Library site in the future. Redesign of the Police website is included in this project.

Q19. The RFP mentions "The City does not propose to make any changes to the School site." Are you looking to redesign Library & Police sites?

A19. Redesign of the Library site is not included in this project. The City may, however, wish to incorporate some of the design features of the new City site into the Library site in the future. Redesign of the Police website is included in this project.

Q20. Who currently maintains the three city department sites and who was the designer of those sites?

A20. The City's IT Department designed and maintains the main site. The Library and Police Department each manage the design and maintenance of their sites.

Q21. Are you looking to create a mobile WAP site in addition to your new site or just have the new site compatible?

A21. No the City does not intend to create a mobile WAP site, but we do expect the new site to be compatible with mobile devices and we seek input from vendors regarding this objective.

Q22. Are you looking to set up an SMS text messaging alert system?

A22. Yes.

Q23. How important are social media aspects? You currently have a running twitter account but it is difficult to find on your current site.

A23. We make little use of social media aspects now, but are interested in hearing recommendations from vendors regarding enhanced use of them.

Q24. Can a Business based in India or outside USA apply for this RFP and work remotely, provided they meet required standards for this service?

A24. All vendors must register with the Secretary of State in order to do business in the Commonwealth of Massachusetts.

All other terms and conditions of this bid remain unchanged

PLEASE ENSURE THAT YOU ACKNOWLEDGE THIS ADDENDUM ON YOUR BID FORM

Thank you.

Rositha Durham
Chief Procurement Officer